

From: Lori
To: Microsoft ATR
Date: 1/23/02 6:58pm
Subject: Microsoft Settlement

First, I'd like to share an e-mail of a chat I had with a Gateway sales rep:

Topic: Customizing A New Notebook

Lori Can I have Windows XP removed before shipping?
Carson hi. welcome to gateway country. my name is carson, your esales advisor. may i please have your phone number in case this chat disconnects?
Lori 920-339-9708
Carson thanks. let me check
Carson which laptop do you want to purchase? and which operating system do you want?
Lori I was considering the Solo 1400se. I'd prefer either Mandrake 8.1 or RedHat 7.2
Carson i see. we cannot send a laptop w/o an operating system.
Lori Why is that?
Carson licensing agreement.
Lori With who?
Carson microsoft
Lori What are my options then - I take it Linux is not an option?
Carson correct. we can load xp, win2000, or 98.
Lori Okay. Thanks for your time - I'll check back in the future and see if those agreements might change.
Carson ok. you're welcome. thank you. bye.
Carson | eSales Advisor | 1-800-846-2036 x55238
carson.kotay@gateway.com | 11410671:6051783

My main concern here is that I do not want a Microsoft operating system forced upon me. I do not want to be forced to pay for something I will not use and will immediately wipe when I receive my new PC/laptop.

I do not mind if companies will not provide an alternative OS as long as they will be able to provide NO operating system, at my discretion.

We should not now, or ever, be forced to pay for what we do not want simply because of a "licensing agreement" forced upon a PC manufacturer by a monopolistic company such as Microsoft.

Second point, I do not believe that allowing Microsoft to continue to have a competitive advantage over other software companies by sharing information before new releases with other Microsoft "divisions" but not outside companies. This is one of the main reasons that Borland's

compilers are no longer #1 - Microsoft shared pre-release information with their compiler "division" (what a joke) which allowed them to be on the market with support for new revisions of the OS before anyone else, offering them a distinct competitive advantage.

Third point, the inclusion of software such as Windows Media Player and Internet Explorer are extremely anti-competitive. The answer from Microsoft about "integration with the OS" was once bunk, but now that they've been given time they HAVE integrated such software with the OS and there is no way to remove it without a complete rewrite of the OS.

While it may not be possible to reverse the damage that has been done, it can be prevented. I take no issue with Microsoft developing and selling such software, but it should NEVER be included with the OS. The operating system should be ONLY an operating system and nothing more.

Offering the products on an additional CD for free is fine, as long as other companies have the same opportunity. Let them offer it like AOL - on unsolicited free CDs.

Thank you,
Lori MacVittie